



A new approach to thriving in a complex health care system. Priority Care Nurses working with patients, their doctors and health care practitioners to better meet the patient's needs.

A little patient history: Early 60's, multiple chronic conditions, takes multiple prescription medications. Very well connected with his PCP. Has a supportive family. He has been searching for "the magic bullet" to help him...



"They (Priority Care nurses) are there to help you problem solve, give you things to try... The ER just gives you a pain pill and tells you to call your doctor on Monday."

### Before enrolling in Priority Care

02/2010 - 06/02/2011

6 ER visits  
1 Urgent inpatient admission  
1 Planned outpatient surgery  
1 PCP and 5 Specialists

Depression Screening PHQ9  
of 20

**\$41,639.00** in billed charges  
\$2947.00/month

### After enrolling in Priority Care

06/02/2011 - 10/04/11

No (0) ER visits  
No (0) inpatient stays or  
surgeries  
1 PCP and 2 Specialists  
Depression Screening PHQ9  
of 12

**\$2560.00** in billed charges  
\$640.00/month

### Care Management Interventions

- Assessment of Four Domains
  - Medical Neighborhood
  - Social Support
  - Self Management & Mental Health
  - Medical Status & Health Trajectory
- Home Visit
- Shared visit with PCP
- Coordination of care with providers
- Mental health provider referral
- Development of a client centered Action Plan
- Regular and frequent patient contact from the RN Care Manager

A quote from the PCP

*"He feels that his nurse case manager from the Priority Care program has been very helpful to him"*

#### Conditions:

History of cancer  
Chronic pain  
Back  
Abdominal  
Rectal  
Urinary problems  
Anxiety  
Depression  
Hypothyroid  
Weight loss  
Anemia  
Falls  
OSA